**Giana Campanale**

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**CAREER OBJECTIVE**

To obtain a challenging job position in a professional environment.

**SKILLS PROFILE**

* Ability to communicate clearly, effectively, and in multiple mediums
* Strong time management skills
* Strong customer service skills
* Strong sales skills
* Detail oriented with the capability to handle multiple projects
* Strong interpersonal skills
* Proficient user of Microsoft Office

**EDUCATION**

**University of Rhode Island, Kingston, RI**                                          May 2013

* Bachelor of Arts in Journalism
* Maintained Honor Roll for six semesters

**Emmanuel College, Boston, MA**September 2008 – Spring 2010

**EMPLOYMENT HISTORY**

**Intygral**February 2015- March 2015

*Client Success Manager*

* Managed 25 accounts while providing support for high-profile clients
* Assist in, and help clients to maximize, the utilization of Intygral’s proprietary Customer Relationship Management (CRM) software to help clients derive the greatest Return on Investment (ROI) for their agencies
* Grow and maintain client relationships and foster opportunities for referrals and references
* Created content for Intygral marketing emails and newsletters
* Created blogs on company website
* Utilized GitHub to create e-mail templates to assist our Development team
* Updated and contributed content to the company’s Knowledge Base

**Intygral** December 2013- February 2015

*Client Support Specialist*

* Implementing Intygral digital marketing and CRM solutions in assigned client base
* Provided support for over 100 accounts
* Manage all aspects of the client lifecycle from implementation to contract renewal
* Completed tactical requests regarding company websites and proprietary software
* Worked directly with other departments to ensure that all the client requirements and needs were satisfied
* Educate clients on system utilization to derive the greatest ROI for their business
* Created content for Intygral marketing emails, client marketing e-mails and client websites

**GateHouse Media**June 2013- November 2014

*News Correspondent*

* Utilized interpersonal skills to successfully interview town members of Bedford, Massachusetts for news articles for *The Bedford Minuteman*
* Successfully published articles for *Bedford Minuteman’s* website
* Developed my research skills by conducting interviews and reaching out to different members of the community including members of town government.

**Office Team, Providence, RI**                                                      November 2012 – May 2013

*Temporary Employee*

* Office Team is a temporary employment agency that provides contract and short-term positions to companies throughout the Rhode Island area.
* Successfully fulfilled short term assignments for a number of different clients
* Utilized technical skills to accurately and efficiently complete general office tasks
* Utilized organizational skills to complete different tasks
* Able to use interpersonal skills to collaborate well with others in the workplace

**ecoRI News**                                                                                  September 2012-May 2013

*Freelancer*

ecoRI News is an environmental news source that is dedicated to the advancement of environmental and social justice issues that impact Rhode Island. It is devoted to protecting the Rhode Island’s ecosystems, natural resources and public health through independent journalism.

* Utilized interpersonal skills to successfully interview town members on the environmental issues relevant in  Rhode Island and surrounding areas.
* Successfully published articles for ecoRI’s website
* Developed my research skills by conducting interviews and reaching out to different crucial sources such as  researchers and scientists in the community

**Metcalf Institute of Marine & Environmental Reporting**   May 2012-August 2012

**Narragansett, RI**

*Intern*

Metcalf Institute for Marine & Environmental Reporting provides science training for journalists. The institute strengthens understanding and working relationships between members of the scientific community and members of the news media; and to provide opportunities for journalists to improve their skills in covering science-based topics.

* Utilized technical skills to successfully shoot, edit, and produce a training video for prospective fellows of Metcalf’s Annual Workshop for Journalists.
* Developed a larger following for the institute by utilizing social networking tools such as HootSuite, LinkedIn and Twitter.
* Successfully applied writing skills to create various press releases for upcoming events at the institute.
* Utilized organizational skills to create a photo gallery for the institute’s new website